Public Relations

The development of a positive relationship between local officials and the public relating to water and wastewater utility service is critically important. The public has given local authorities the responsibility for providing proper wastewater treatment and disposal and the treatment and delivery of safe drinking water. The public expects protection of environmental and public health, as well as quality service for a fair price.

The intricacies of water and wastewater systems operation and maintenance are foreign to the vast majority of the public. However, this does not mean that citizens do not want to make meaningful input to local government on the public impact and costs of these facilities. It does mean that, for this public input process to have useful substance, there must be both public education and an established process by which the public may participate.

In this chapter:
- Rate systems
- Complaints
- Required information
- Consumer education
- Public image
- Financing for public relations

Managing and Updating an Enlightened Rate System

Customers will be most aware of the impact of water and wastewater service each time they receive their utility bill. Water and wastewater service costs represent a significant financial impact for many users, and public officials need to ensure that the rates charged for water and wastewater service are fair and correct. Responsible financial management is of the utmost importance, and proper budgeting and planning for operations, future equipment replacement, and other improvements are the backbone of a responsible rate structure.

Money Matters
Utility management must look for the most cost-efficient ways to provide top quality service and must devise user rates that are fair to the customers, but give due consideration to the long-term integrity of the utility.

The rates charged for water and wastewater service will have a significant impact on a community's potential for growth and viability. Rates that are unreasonably high will unfairly impact system users and may drive off prospective new residents and commercial enterprises. Conversely, rates that are too low result in inadequate funding for operation, maintenance, and capital improvements, inevitably resulting in the decay of the utility infrastructure. With these factors in mind, utility management must look for the most cost-efficient ways to provide top quality service and must devise user rates that are fair to the customers, but give due consideration to the long-term integrity of the utility, especially its electrical-mechanical, piping, and treatment components.

Methods for Avoiding "Shock" Rate Increases

Proper annual budgeting and planning for future needs allow officials to prepare for the financial obligations for water and wastewater management. Based on these financial data, utility rates can be managed to avoid excessive "shock" rate increases.

Annual budgets will, of course, increase incrementally with time. This is due to inflationary increases in most typical components of the budgets, including energy, labor, chemicals, and supplies. Sharp increases in annual budgets should, however, be avoided. Unless past financial management has been lax, or preventive maintenance consistently deferred, there should be no necessity for drastic budget increases, because there should be no serious unforeseen financial emergencies. Rates and connection fees should be allowed to float gently upward to accommodate inflation and to provide funds for the orderly, planned replacement of capital equipment as ends of life cycles are reached.

If inflation rates average three percent per year, then the cost of replacing a $10,000 main booster pump will *increase* about $0.82 cents *every day* that it is in service. This suggests that if the pump were to give 15 years of service, its predicted replacement cost would be about $14,789. This amount must be collected from customers as service is rendered and be placed in capital equipment reserves to be available when needed. Several approaches have been used successfully in local communities for both capturing the reserves needed and meeting the financial requirements of on-going O&M.

The first approach is to adapt rates to long-term financial trends. One large Washington, D.C., suburban utility indexes the increase in the charge for a residential sewer connection to the Federal Reserve System prime rate. Increases in charges, therefore, are pegged annually to the average prime rate for the preceding calendar year. Some utilities use other indices, such as the annual inflation rate or increases in energy costs. This approach is usually codified into local ordinance, effectively limiting acrimonious debate.

Another approach is to establish multi-year rate structures in which one rate is charged over a three-, five-, or even seven-year period. This rate is carefully calculated to accommodate expected growth, inflation, and equipment replacement and must be based on careful and informed planning. Early years of the multi-year rate structure will yield more revenue than needed, late years less. Obviously, surpluses from the early years must be placed in operations reserves to cover later shortfalls.

Planning is required in any water or wastewater system for day-to-day operation and maintenance, equipment replacement, and service upgrades. Planning must also include the potential for emergency situations. Proper planning combined with good financial management calls for funds for these activities to be set aside early and well managed in budgets and reserve accounts.

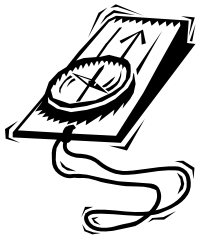
Major improvements to water and wastewater facilities may require additional sources of revenue such as grants and loans. Choosing the best available sources of funding can have a significant impact on ultimate user cost, and therefore local officials should thoroughly evaluate all funding options. Good public relations demands that local officials work effectively on behalf of the utility users to secure the lowest cost financing available.

(Note: Additional information relating to user rates can be found in the chapter titled "Financial Management and Business Planning.")

Money Matters
Rates and connection fees should be allowed to float gently upward to accommodate inflation and to provide funds for the orderly, planned replacement of capital equipment as ends of life cycles are reached.

Managing Complaints

Water and wastewater systems must respond promptly and positively to the complaints of users or other affected individuals. Such complaints are often the first indication of a problem with some aspect of the utility operation. Proper responses can be provided only if the staff is properly trained and has planned and rehearsed for this aspect of utility service.



Helpful Guidance
Good public relations demands that local officials work effectively on behalf of the utility users to secure the lowest cost financing available.

Important aspects of a complaint management program are summarized below.

Complaint Management Program Elements

- **Complaint Form.** To record and document relevant information regarding the reporting individual and the situation causing the complaint (see the Sample Complaint Form)
- **Complaint Response Plan.** A specific plan for response to a complaint, including response time, personnel involved in response, and information to be collected
- **Follow-up.** Plan to provide resolution to the complaint, including notification of findings and actions taken to correct the situation
- **Training.** Training for individuals receiving and responding to complaints on how to collect the appropriate information, properly investigate, and respond

Inconveniences of Construction

Complaints regarding disturbances from construction activities can best be addressed through prior planning. Two issues must be addressed. First, every reasonable effort must be made to minimize disturbance to individuals and businesses from construction activities. Second, the individuals and businesses that will be affected by construction activities should be notified as far in advance as possible, with specific information about the types of disturbance they can expect and measures that are being taken to minimize its impacts.

When construction disturbance will be extensive, it may be necessary to meet with affected persons or businesses to coordinate the needs of the construction activities with the specific needs of individuals.

Good traffic control at construction and repair sites is fundamentally important, both to public and worker safety and to maintaining an orderly flow of vehicles toward and through the site. It is important to minimize impacts on commercial areas, residential neighborhoods, and nearby institutions. It is specifically recommended that local officials review traffic control plans for any repair or construction projects of major proportions, even submitting those plans to state highway agencies for approval or endorsement, to establish prior certification of the plan in case of accidents or law suits.

Sample Complaint Form

Complaint Information
Complaint Received By: _____
Date/Time: _____
Customer Filing Complaint: _____
Phone: _____
Address: _____
Nature of the Complaint: _____
_____
_____
_____
Additional Comments: _____
_____

Investigation Information
Investigated By: _____
Date/Time: _____
Findings: _____
_____
_____
Corrective Action Taken: _____
_____

Follow-Up
Follow-Up By: _____
Date/Time: _____
Customer Contact: _____
Reviewed With Customer: _____
_____
_____
Customer Satisfaction: _____

Foul Odors

Wastewater facilities are especially prone to odors, and citizens are especially prone to objecting to them. With proper design, well-maintained equipment and facilities, and sound operational practices, odors can be minimized. Often the first indication of odor problems in a wastewater treatment or collection system will come from a customer complaint. Odor complaints are a useful tool, for they identify problems and the need for corrective actions.

All odor complaints should be investigated promptly and thoroughly. Relevant information regarding the nature and duration of the odors should be collected. This information, along with the observations of the investigator, can then be used to direct corrective actions and actions to avoid future occurrences. Findings and proposed corrective actions should always be reviewed with the individual citizens who made the initial complaints.

Keeping Neat and Orderly Grounds and Buildings

Neat and orderly facilities and grounds always make a good first impression with the public and with regulatory staff. Neatness also promotes safety.

Providing Required Information to Consumers

The SDWA requires public notification if public water systems are not in compliance with certain minimum water standards. These public notification requirements went into effect in 1989. Additional requirements that are part of the 1996 SDWA amendments went into effect in 1998.

Notifying the Public of Violations

The SDWA requires public notification when any one of the following occurs:

- failure to comply with an applicable maximum contaminant level
- failure to comply with a prescribed treatment technique
- failure ure to perform required water quality monitoring
- failure to comply with prescribed testing protocols
- issuance to the utility of a variance or exemption
- failure to comply with an upgrading or process improvement schedule required by a variance or exemption

The specific type and schedule of notification is related to the type of violation. Most critical are acute violations with a potential for immediate negative impacts on human health. Public notification for these violations must be made immediately and include radio and television announcements. Mandatory negative health effects language to be included in public notifications is provided in federal regulations (see 40 *CFR* Part 141).

Damage Control

To respond effectively to the public reaction to a notification of non-compliance, local officials and representatives of the utility must thoroughly understand the significance and potential impacts of the incident. Accurate information about protective measures to be taken and potential health risks should be disseminated to all system employees who have the potential for public contact.

Lacking proper information, users will typically conclude the worst about any violation they learn about through public notification. Some situations, such as a bacteriological exceedance may be easily remedied through simple protective measures, but the public is likely nevertheless to draw ominous conclusions. Some users will not take the time to review and understand the public notification or may not believe it until they hear details from a responsible official. Actual risks should be described carefully and discussions of rumored or feared dangers should be avoided at all costs.

Coordinated Response

The key to damage control is to coordinate response. While it is appropriate for all individuals with a potential for contact with the media to be aware of the facts associated with a situation, it is desirable to have a single point of contact for dissemination of public information. Working through one individual or a small group of knowledgeable personnel is the best way to manage the release of information. Whenever possible, the designated point of contact should address all questions and concerns. Often, a temporary hotline can assist by offering clear and concise pre-recorded information, followed by an opportunity to speak with a trained respondent.

Reporting Other Information (e.g., Consumer Confidence Reports)

The 1996 SDWA Amendments specify that public water systems must provide annual reports to all customers. Consumer confidence report regulations have been developed in consultation with environmental and public interest groups, risk communication experts, and state regulatory agencies. The reports must include a plainly worded definition of "maximum contaminant levels" (MCLs) and "maximum contaminant level goals" (MCLGs), as well as plain-language explanations of the health concerns associated with contaminants. The reports must present information on the source water, the levels of any detected contaminants, the health effects of any contaminant levels in excess of the standard, and any unregulated contaminants. EPA must maintain a consumer hotline to provide more information on drinking water contaminants and their potential health effects. Utilities need to develop planned approaches to preparing consumer confidence reports. EPA and some states have developed formats for such reports, which are available for use by utilities.

Timely Reminder
The 1996 SDWA Amendments specify that public water systems must provide annual reports to all customers.

Educating Consumers and Promoting Best Practices and Consumer Responsibility

Because local government acts as the water supply and wastewater treatment provider to its citizens, government also becomes their link to understanding the proper use of those services. Therefore, utilities have the opportunity (and the duty) to educate their customers regarding their services, citizen responsibilities, and the worthy environmental protection goals which those utilities support.

Many consumer education topics on water and wastewater have already been condensed into easy-to-read brochures suitable for distribution at public meetings or stuffing into utility bills. These materials are available from sources such as the American Water Works Association (AWWA) and the Water Environment Federation (WEF). (See the "Contacts Appendix" for contact information.)

Water and Energy Conservation

Water conservation is an important issue on two levels. First, as consumers conserve water, they conserve the capacity of the facilities that carry out treatment. Excessive water use wastes the capacity of the systems producing the water and treating the resulting wastewater. Second, water is precious. With increasing regularity, public demand for water exceeds locally-available supplies. Water conservation efforts are the best tool for stretching those supplies as far as possible to serve the present and future needs of communities.

Experience and public opinion surveys indicate that most customers are interested in conserving water; however, they may not know how, despite the fact that water conservation techniques are convenient and easy to implement. Customers appreciate cost savings from reduced usage, as well as interest by their water company in helping them protect the environment and public health. Effective public education campaigns can substantially improve water conservation, contribute to system capacity, and build appreciation for the important work of treatment plant staff and local officials.

Helpful Guidance
Effective public education campaigns can substantially improve water conservation, contribute to system capacity, and build appreciation for the important work of treatment plant staff and local officials.

Topics related to water conservation include:

- **Leak Protection**. How much water does a leak waste?
- **Lawn and Garden**. How much water is used for landscaping? What type of landscaping uses less water?
- **Car Washing**. What can be done to reduce water use with driveway car washing? How much water can be saved by commercial car washing?
- **Household Use**. How can changes in household water use habits save on water usage?
- **Industrial and Commercial**. How can pollution prevention concepts be used to reduce water usage and wastewater generation?
- **Water Metering**. How is water usage affected by billing based on usage vs. flat rates with no restrictions on usage?

Another good public relations tool is to implement and then publicize an in-plant energy conservation program. Energy conservation is significant because of the heavy impact of energy costs on a typical facility's operating budget. Energy conservation can be a positive tool for saving costs without reducing operating effectiveness. Energy conservation programs generally require identifying the locations with high energy use, identifying possible savings, establishing new operating practices calculated to save energy, and making cost-effective capital investments in energy saving equipment.

Health and Safety

Another public relations responsibility is to educate consumers about how their actions can protect the environment, their own health and safety, and that of the community.

Cross-Connections

Many consumers are ignorant of how pollutants can enter their water supply and even their own homes. As mentioned in previous chapters, back-siphonage due to sudden pressure drops or pressure interruption can cause contaminated water to be drawn back into the drinking water supply system. Also, connection of a pressurized source of contaminated water to the water supply can cause that contaminated water to be discharged into the distribution system.

A classic example of a cross-connection is contaminated water in a pressurized garden hose being drawn back into house plumbing if the pressure in the supply to the house is interrupted or reduced. Water intended for the garden could be contaminated with chemicals or bacteria and then, under negative pressure, be drawn into the house plumbing to contaminate the drinking water supply. Cross-connections with sewage or stormwater sources are common in older homes built before modern plumbing codes.

The Foundation for Cross-Connection Control and Hydraulic Research at the University of Southern California offers an informational brochure and video package on cross-connection control, entitled "Working Together for Safe Water." This package easily can be used to explain the concepts of cross-connection control to the public in a simple format. The American Water Works Association (AWWA) and the Environmental Protection Agency (EPA) also have good literature on preventing cross-connections.

To properly protect the water supply system and consumers against the dangers associated with cross-connections, each water supply system should implement a cross-connection control education program.

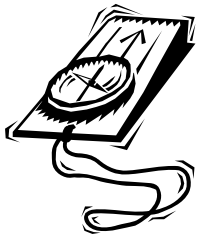
Cross-Connection Control (CCC) Program Elements

- Develop a CCC ordinance.
- Develop and implement a CCC public education program.
- Conduct a system-wide CCC survey.
- Train staff in CCC inspection and testing.
- Develop CCC requirements, manuals, and report forms.
- Provide sufficient staff and resources for daily CCC operations.
- Install CCC devices whenever necessary.

Source Water Protection

The actions of irresponsible individual consumers can have disastrous effects on groundwater and surface water supplies. These impacts on water supplies can also prevent their use for recreation and as natural habitats. Customers must be informed about how their actions, such as the use and disposal of chemicals, fertilizers, and household products (paints and thinners, for example) can affect water supplies.

To protect water supplies from contamination, communities need watershed management plans (for surface water supplies) and wellhead protection programs (for groundwater supplies). Additional information can be found on these programs in "The Regulatory Setting" chapter.



Helpful Guidance
Because lead in drinking water most often comes from homeowners' household plumbing, consumers must be made aware of the appropriate steps to check for and to protect themselves from the adverse impacts of lead.

Lead and Copper

The Lead and Copper Rule of the SDWA has helped to bring the problems of lead in drinking water to the attention of water managers, local officials, and the public. Because lead in drinking water most often comes from homeowners' household plumbing, consumers must be made aware of the appropriate steps to check for and to protect themselves from the adverse impacts of lead.

Important Facts about Lead in Drinking Water

- Lead can cause serious damage to the brain, kidneys, nervous system, and red blood cells.
- Young children and pregnant women are at greatest risk.
- Lead can come from brass fixtures that contain lead, lead pipes, and copper pipes with lead solder.
- Consumers can reduce lead concentrations in water by flushing (running) water that has been standing in pipes that have not been used for 6 hours or more. Flushing for 5 minutes is sufficient.
- Using cold water for consumption and cooking will reduce lead exposure.
- Consumers can have their water tested for lead by a competent laboratory.
- Lead in drinking water is just one source of lead exposure. Drinking water typically contributes 10 to 20 percent of total lead exposure in children.
- Treatment devices can remove lead from drinking water, but they must be certified to verify that they are capable of doing so.
- For young children it is advisable to be sure that the lead level in water is no more than 15 ppb (parts per billion). (This is the EPA action level for lead.)

It is important to note that the utility is responsible for producing water that does not possess chemical properties that cause lead and copper to dissolve into the water. If water samples at consumers' taps exceed the EPA action levels for lead or copper, the utilities may be required to add chemicals for corrosion control.

Storm Sewers

While the operation of storm sewers may not be governed by the water or sewer authority, they are an important and often misunderstood part of a community's infrastructure. Misuse of storm sewers can lead to significant water pollution.

Many people do not know that sanitary sewers flow to treatment plants which provide significant treatment to remove pollutants before discharge, while most storm sewers flow directly to natural waters, with little or no treatment. Often these natural waters are themselves community raw water supplies.

Chemicals that are discharged into storm sewers, or that run off into them from lawns or driveways, are not removed before they reach those natural waters. Many communities have started education programs to help the public understand the importance of limiting polluting discharges into storm

sewers. These have often included painting messages next to stormwater inlets (street drains) to indicate that only rainwater should be discharged.

Proper Disposal of Hazardous Waste

Improper disposal of hazardous waste can cause contamination of surface water supplies, groundwater, and soil. Hazardous waste can also adversely affect the biological treatment processes at wastewater plants and can contaminate landfills that were not designed to receive these materials. Many communities have started household hazardous waste programs to inform the public of the proper disposal procedures for various waste products.

Often the first step in a household hazardous waste program is to educate the public about the types of common materials that are hazardous. Many products used daily are considered hazardous when they become waste. For example, the used or leftover contents of household products such as paints, cleaners, stains and varnishes, car batteries, motor oil, and pesticides are all household hazardous waste.

Warning
The used or leftover contents of household products such as paints, cleaners, stains and varnishes, car batteries, motor oil, and pesticides are all household hazardous waste.

Brochures and bill stuffers can be used to address the issues relating to proper hazardous waste disposal. In addition, most state environmental protection agencies offer hazardous waste disposal programs that can help communities address this issue.

Selling the Utility's Public Image Through Good Communication and Proactive Management

Good management is a sign of a quality organization. The public is quick to realize when there is a lack of good service and will assume correctly that this equates to poor management. It is important that all aspects of water and wastewater utility service, including management, provide the highest quality service to the public.

Personalizing the Service and Creating the Perception that There is Value to Service

The public will observe the ways a community manages its water and wastewater utilities through its regular use of the utility's products—its water and wastewater services. A professional impression of the utility management begins with reliable service.

Public Meetings

As a public body, a community's utility commission will have regular public meetings. These meetings must be orderly, well managed, and productive. Technical presentations at these meetings should be well prepared and should be both technically complete and, especially if requiring budgetary appropriations, easily understood by the lay public. Business at public meetings should

be completed in a professional manner, and unnecessary or repetitive discussion should be minimized.

While public participation is to be encouraged at such meetings, it too should be conducted and managed in a professional manner. Members of the public must be required to keep their presentations brief and to the point. At times it may be necessary to place a time limit on public comments to allow sufficient time for all public input. It is important to manage the presentation of public comment so that it is relevant to the discussion and not repetitive. Leaders should be ready to refocus the discussions if individuals provide irrelevant testimony or repeat the comments previously presented.

Managing the Media

Absent an effort to bring the good work of community utility systems to the media's attention, the media will not be seen until there is a problem. To get a balanced representation in the media, positive activities by facility staff or the organization should be publicized, including major awards, new equipment upgrades, special events, or national celebrations such as Public Works Week or Earth Day.

Even if the utility receives media coverage for the positive aspects of its operations, there is always potential to receive negative media attention. To make a good impression, leaders should be as open and honest as possible, being sure of their facts and providing fact sheets or summaries to avoid any misstatements about negative events or accidents.

Many publications and training courses are available to help staff deal with the media. It may be best to delegate responsibility for media contact to a single individual with good communication skills and to assure that they are trained in the specifics of media interaction. They can then coordinate media contacts with technical staff relating to specific issues.

Helpful Guidance
To get a balanced representation in the media, positive activities by facility staff or the organization should be publicized.

Public Service Announcements

Public service announcements are a good way to promote environmental and safety messages to the public on behalf of utility operations. Local media outlets can provide more information on the specific requirements for placing a public service announcement.

Open Houses

An open house, tour, or other special event is an excellent way to get the public and perhaps the media to see what goes on in water or wastewater systems. It can also be an event in which employees and public officials may involve their families in their work.

The event should be well organized, with a specific schedule of events. Tours should be in small groups along a safe (and, if possible, odor-free) route. If necessary, safety equipment such as hard hats and hearing protection should be provided. Speakers should be well prepared and ready to answer questions

from their audience. Often a panel of individuals may be the best approach to answering the wide range of questions that can come from the public.

Handouts should be available that review the presentations of speakers and tour guides. Videotapes are another handy way to review the operation of a large plant.

Bill Stuffer Announcements

The bill stuffer has long been a favorite tool of the water and wastewater utility manager. Many bill stuffers have been prepared by organizations such as AWWA and WEF. Bill stuffer informational packets are also available from a number of commercial suppliers. These are professionally-prepared documents that cover a wide range of public education topics of interest to water and wastewater customers.

Some are specific to topics that may be of growing importance to the community, such as source water protection, biosolids (sludge) management, or wastewater recycling. Bill stuffers provide an opportunity to begin the educational process for the consumer and community. Most bill stuffers can be customized to include specific information about the utility.

Customer Surveys

Often a utility loses contact with its users. This may be the result of not listening, or listening to only a select vocal few. To obtain a representative set of consumer opinions, it can be helpful to conduct a customer survey.

Often a customer survey is prepared to address a specific topical issue. However, it may also be used to gauge the level of customer satisfaction and to direct efforts for service improvements. A survey development, marketing, or public relations professional should be consulted for assistance in conducting a customer survey. These professionals are familiar with the procedures for proper survey preparation, distribution, validation, and interpretation.

Newsletters

An annual, biannual, or quarterly newsletter is an excellent way to communicate to customers the plans and accomplishments of a water or wastewater utility. Newsletters should be brief and to the point. They should look professional, but not too flashy or expensive. An important consideration in deciding to publish a newsletter is consistency. Once a utility decides it is going to publish a newsletter, then it must maintain that commitment. Failure to follow through will reflect poorly on the professionalism of the operation.

Responding to Correspondence

It is important that the utility respond promptly to all correspondence from its customers. If an issue is likely to take some time to address, a reply should nevertheless be sent immediately, indicating when the customer may expect a specific response. The response should be thorough and attempt to fully address the issues raised in the original correspondence. Replies to correspondence may require a meeting to discuss more difficult issues, and a summary of the results of that subsequent meeting should be sent to the correspondent.

All correspondence should be professionally prepared. It should be signed by an authority representing the organization. A file of all incoming correspondence and replies should be maintained for future reference.

Civic Organizations and Educational Institutions

Presentations to civic organizations (Rotary and Lions Clubs, children's scouting groups, civic associations, etc.) and educational institutions (high schools, ecology clubs, etc.) can be an excellent way to inform the public about utility activities and to get the utility's message across face-to-face. Many groups may wish to meet at a facility to take advantage of tours and open house opportunities. Others may wish to have a utility representative participate in their regularly-scheduled events.

Speakers should take the time to prepare a presentation that is geared specifically to the audience and organized for the time allotted. Clearly the same presentation is not appropriate for a local civic association and a cub scout troop. As with tours and open houses, handouts should be available that review the presentations of speakers. Videotapes are also a handy way to review the operation of a plant without actually conducting a tour.

Securing Financial Support for PR Efforts

Public education efforts can greatly improve the image of a water or wastewater utility. At the same time, they can carry a significant cost, but there are several ways to help defray the cost of these efforts.

Soliciting Advertisers to Defray Costs

A number of organizations may want to get the same message to customers as utilities do. These may include local environmental organizations, state and local regulatory agencies, and even commercial and industrial enterprises.

As a public agency, care must be taken to avoid any appearance of impropriety in the way funds are solicited in support of public education efforts.

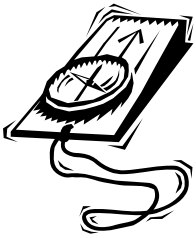
Finding Other Supporters

Many groups support the kind of environmentally-positive public education efforts that a utility may be promoting. Government programs and private foundations are sometimes available to support these efforts. Other agencies, such as municipal landfills, may wish to support related efforts like proper hazardous waste handling practices. Local media may even donate time or space on a regular basis for the utility's efforts.

Summary

There are many ways to develop a positive relationship between local officials and the public relating to water and wastewater utility service. Local officials must communicate effectively regarding utility service.

It is important to teach the public about systems for water and wastewater management. This information is not typically common knowledge. After the public understands what is required to provide water and wastewater services, the utility should solicit public input on many major utility management issues. It is also important that the public understand its role in maintaining a safe and healthy environment and how its efforts can aid utility management.



Helpful Guidance
It is important that the public understand its role in maintaining a safe and healthy environment and how its efforts can aid utility management.